Application Number 09/505,619 TRANSMITTAL Filing Date 16 February 2000 First Named Inventor **FORM** Ronald A. Katz Art Unit 3625

Approved for use through 07/31/2006. OMB 0651-0031 U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number **Examiner Name** Yogesh C. Garg (to be used for all correspondence after initial filing) Attorney Docket Number PAT-009B Total Number of Pages in This Submission ENCLOSURES (Check all that apply) After Allowance Communication to TC ✓ Fee Transmittal Form Drawing(s) Appeal Communication to Board Licensing-related Papers Fee Attached of Appeals and Interferences Appeal Communication to TC Petition Amendment/Reply (Appeal Notice, Brief, Reply Brief) Petition to Convert to a After Final Proprietary Information Provisional Application Power of Attorney, Revocation Affidavits/declaration(s) Status Letter Change of Correspondence Address Other Enclosure(s) (please Identify Terminal Disclaimer Extension of Time Request below): Request for Refund **Express Abandonment Request** CD, Number of CD(s) Information Disclosure Statement Landscape Table on CD Certified Copy of Priority Remarks Document(s) Reply to Missing Parts/ Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.53 SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT Firm Name West Corporation Signature Printed name Rocco L. Adomato Date Reg. No. FEB 40,480 CERTIFICATE OF TRANSMISSION/MAILING I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below: Signature Date Michele Zarinelli Typed or printed name

PTO/SB/21 (09-04)

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/17 (12-04v2)

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Effective on 12/08/2004. Fees pursuant to the Consolidated Appropriations Act, 2005 (H.R.	Complete if Known					
		Application Number	09/505,6	619		
FEE TRANSMITTAL For FY 2005		Filing Date	16 February 2000		00	
		First Named Inventor Ronald A. Katz				
Applicant claims small entity status. See 37 CFR 1.2	7	Examiner Name	Yogesh	C. Garg	3	
		Art Unit	3625			
TOTAL AMOUNT OF PAYMENT (\$) 180.00		Attorney Docket No.	PAT-009	9B		
METHOD OF PAYMENT (check all that apply)						
Check Credit Card Money Order	Non	e Other (please	identify):			
Deposit Account Deposit Account Number: 501880		Deposit Account	Name: Wes	st Corpo	oration	
For the above-identified deposit account, the Direct	or is her	eby authorized to: (che	ck all that a	pply)		
Charge fee(s) indicated below		Charge fee(s) indicated	below, e	except for the filing fee	,
Charge any additional fee(s) or underpaymen	nts of fe					
under 37 CFR 1.16 and 1.17 WARNING: Information on this form may become public. Credit information and authorization on PTO-2038.	card inf				Provide credit card	
FEE CALCULATION						
1. BASIC FILING, SEARCH, AND EXAMINATION R	EES					
FILING FEES Small Entity			OITANIMA		6	
Application Type Fee (\$)	Fee (\$	<u>Small Entity</u> } Fee (\$)		l Entity e (\$)	Fees Paid (\$)	
Utility 300 150	500	250 2		00		
Design 200 100	100	50 1	30	65		
Plant 200 100	300	150 1	60	80		
Reissue 300 150	500	250 6		00		
Provisional 200 100	0	0	0	0		
2. EXCESS CLAIM FEES					Small Entity	
Fee Description Each claim over 20 (including Reissues)				Fee (\$) 50	Fee (\$)	
Each independent claim over 3 (including Reissu	es)			200	25 100	
Multiple dependent claims	-0,			360	180	
Total Claims	Fee	Paid (\$)	<u>N</u>	Multiple C	Dependent Claims	
- 20 or HP = x HP = highest number of total claims paid for, if greater than 20.	=			Fee (\$)	Fee Paid (\$)	
Indep. Claims Extra Claims Fee (\$)	Fee	Paid (\$)	_			
- 3 or HP =x	<u> </u>					
HP = highest number of independent claims paid for, if greater than 3. 3. APPLICATION SIZE FEE						
If the specification and drawings exceed 100 sheets of paper (excluding electronically filed sequence or computer						
listings under 37 CFR 1.52(e)), the application size fee due is \$250 (\$125 for small entity) for each additional 50						
sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s). Total Sheets Extra Sheets Number of each additional 50 or fraction thereof Fee (\$) Fee Paid (\$)						
- 100 = / 50 = (round up to a whole number) x =						
4. OTHER FEE(S) Non-English Specification, \$130 fee (no small entity discount) Fees Paid (S					<u>(\$)</u>	
Other (e.g., late filing surcharge): Information Discl			<u> </u>		180.00	<u> </u>
SUBMITTED BY						=
Signature A // //24		Registration No.		Teleph	ione 888-575-6335	
Name (Print/Type) Rocco L. Adornato	I	(Attorney/Agent) 40,460			1 -1-6 45	

This collection of information is required by 37 CFR 1.136. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 30 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

) Group Art Unit: 3625

In Re the Application of:

R	onald A. Katz, et al.	Examiner: Yogesh C. Garg	
Se	rial No.: 09/505,619		
Fil	led: February 16, 2000		
At	tty. File No.: PAT-009B		
Fo	OT: METHODS AND APPARATUS FOR INTELI IN TELEPHONIC AND ELECTRONIC COM	IGENT SELECTION OF GOODS AND SERVICES	
	INFORMATION DIS	SCLOSURE STATEMENT	
PC	ommissioner for Patents O Box 1450 lexandria, VA 22313-1450		
Sir	r:		
	The references cited on attached form PT	O-1449 are being called to the attention of the	
Ex	caminer.		
	Copies of the cited foreign patent	s and/or U.S. patents and/or non-patent references ar	re
en	closed herewith.		
	Copies of the cited U.S. patents a	nd/or U.S. patent application publications are not	
en		11, 2003, whereby patent applications filed after Ju	ine
		entered the national stage under 35 U.S.C. § 371 after	
		patents and U.S. patent application publications.	
		with 37 C.F.R. 1.98(d), because the references were	
sui	bmitted to the U.S. Patent and Trademark Offic	e in prior application Serial No1	filed
	, which is relied upon for an ea	rlier filing date under 35 U.S.C. § 120.	
	To the best of the applicants' beli	ef, the pertinence of the foreign-language references	are
be	lieved to be summarized in the attached English	abstracts and in the figures, although applicants do	not
ne	cessarily vouch for the accuracy of the translati	on.	
C.V.S.D.F.C.S. ARD.D.F.C.S.	coppose officeral		
2 338205		ATE OF MAILING C.F.R. §1.8a)	
on t	ereby certify that this paper (along with any referred to as being a the date shown below with sufficient postage as First Class Mail exandria, VA 22313-1450.	ttached or enclosed) is being deposited with the United States Postal Ser in an envelope addressed to the Commissioner for Patents, P() Box 1450	vice D,
Dat	de of Deposit	Michele A. Zarinelli	

Examiner's attention	n is directed to the follow	ving co-pending application(s) for whi	ch
priority is not being claimed, copies	have been or are being s	ubmitted:	
Serial No.	filed	(Atty. Dckt. No.	
Serial No.	filed	(Atty. Dckt. No	
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Serial No.	filed	(Atty. Dckt. No	
Serial No.	filed	(Atty. Dckt. No	
Serial No.	filed	(Atty. Dckt. No	
Examiner's attention	n is directed to the follow	ving co-pending application(s), to which	ch the
current application claims priority, c	opies of at least the clair	ns for such pending application are pro	ovided
or have been provided:			
Serial No.	filed	(Atty. Dckt. No	
Serial No.	filed	(Atty. Dckt. No	
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Serial No.	filed	(Atty. Dckt. No.	
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Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

FEES

37 CFR 1.97(b): No fee is believed due in connection with this submission, because the Information
Disclosure Statement submitted herewith satisfies one of the following conditions ("v" indicates
satisfaction):
Within three months of the filing date of a national application other than a continued prosecution
application under 37 CFR 1.53(d), or
Within three months of the date of entry into the national state of an international application as
set forth in 37 CFR 1.491, or
Before the mailing date of a first Office Action on the merits, or
Before the mailing of a first Office Action after the filing of a Request for Continued Examination
(RCE) under 37 CRF 1.114.
Although no fee is believed due, if any fee is deemed due in connection with this submission, please
charge such fee to Deposit Account 501880.
37 CFR 1.97(c): The Information Disclosure Statement transmitted herewith is being filed after all the
above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:
(1) a final action under 37 C.F.R. 1.113, or
(2) a notice of allowance under 37 C.F.R. 1.311, or
(3) an action that otherwise closes prosecution in the application.
This Information Disclosure Statement is accompanied by:
A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any
fee is deemed due in connection with this submission, please charge such fee to Deposit Account
501880
OR
Enclosed is PTO 2038 (Credit Card Payment Form) in the amount of \$180.00 for the fee set forth
in 37 C.F.R. 1.17(p) for submission of an Information Disclosure Statement. Please credit any
overpayment or charge any underpayment to Deposit Account 501880.
37 C.F.R. 1.97(d): This Information Disclosure Statement is being submitted after the period specified in
37 C.F.R. 1.97(c).
This Information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R.
1.97(e)
AND
Applicants hereby requests consideration of the reference(s) disclosed herein. Enclosed is the fee
in the amount of \$180.00 under 37 C.F.R. 1.17(p). Please credit any overpayment or charge any
underpayment to Deposit Account 501880. Election to pay the fee should not be taken as an
indication that applicant(s) cannot execute a certification.

	on (37 C.F.R. 1.97(e)) able only if checked)			
The undersigned certifies that:				
Each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1). A copy of the communication from the foreign patent office is enclosed.				
	OR			
No item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).				
Dated: FEB 05	Respectfully submitted, WEST CORPORATION By: Rocco L. Adornato Reg. No. 40,480			

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PATENT & TRADEMARK OFFICE

WEST CORPORATION 11808 Miracle Hills Drive Omaha, NE 68154

PTO/SB/08A (08-03)

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Substitute for form 1449/PTO

Sheet

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known				
Application Number	09/505,619			
Filing Date	February 16, 2000			
First Named Inventor	Ronald Katz			
Art Unit	3625			
Examiner Name	Yogesh C. Garg			
Attorney Docket Number	PAT-009B			

			U. S. PATENT	DOCUMENTS	·
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	400	Number-Kind Code ^{2 (3 known)}			Figures Appear
	138	^{US-} 2002/0046124	04-18-2002	Alderucci et al	
	139	^{US-} 2002/0116260	08-22-2002	Szabo et al	
	140	^{US-} 2002/0111867	08-15-2002	Walker et al	
	141	^{US-} 2002/0116282	08-22-2002	Martin et al	
	142	^{US-} 2002/0120519	08-29-2002	Martin et al	
	143	^{US-} 2001/0032137	10-18-2001	Bennett et al	
	144	^{US-} 2001/0037288	11-01-2001	Bennett et al	
	145	^{US-} 2001/0039516	11-08-2001	Bennett et al	
	146	^{US-} 2001/0047307	11-29-2001	Bennett et al	
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FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	
	<u> </u>	Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	T ⁶
	147	WO 2002/08997	01-31-2002	Kiely et al		
	148	WO 2001/71683	09-27-2001	Mueller et al		
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Examiner	Date	T
Signature	Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. Applicant's unique citation designation number (optional). See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possiblo. Applicant is to place a check mark here if English language Translation is attached.

Transation is attached.

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